

VP PUBLIC AFFAIRS: KEN CAPPS, APR  
CONTACT: 972 574 8080

IMMEDIATE RELEASE

**DFW AIRPORT'S AMBASSADOR PROGRAM SET TO ASSIST THREE-MILLIONTH PASSENGER**

May 10, 2002

**AIRPORT'S POPULAR VOLUNTEER SQUAD TO REACH KEY SERVICE MILESTONE OVER WEEKEND**

DFW INTERNATIONAL AIRPORT, Texas (May 10, 2002) — DFW Airport announced today that its volunteer Ambassador Program expects to serve its three-millionth traveler on Sunday, May 12, less than four years after its inception. The popular assistance group also issued a call for additional Metroplex volunteers to meet the surge in demand for its services as passenger loads return to pre-September 11 levels.

The 431-member Ambassador Program, which is directed by DFW staff member Karen Turner, was founded November 15, 1998, to give directions, answer questions, and assist passengers who need special help. The group – which boasts more than 100 members who speak two or more languages – provides volunteer assistance at the terminals and in the Visitor Information Center within the Airport's rental car facility.

According to Turner, services most in demand include language assistance to non-English-speaking travelers, meet-and-greet services for elderly passengers and unescorted minors, and informational support for attendees of large-scale conferences. "We've done it all – from helping lost kids find their parents to translating for a Russian family needing to book hotel rooms during an unexpected layover," said Turner. "Travelers tend to feel a bit anxious when they're away from home, and I'm pleased to report that our Ambassadors reach out everyday to thousands of passengers and help alleviate their anxiety."

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The service milestone follows on the heels of the Airport's announcement of positive results from a passenger-service survey designed to track passengers' experiences with terminal wait times, check-in, safety and security. "The three-million mark for our Ambassador Program is a tremendous achievement by any standard," said Jeff Fegan, Chief Executive Officer of DFW International Airport. "Like our survey results, our 400-plus volunteer Ambassadors provide tangible evidence of our consistent, heartfelt dedication to customer service, and I sincerely urge the men and women of the Metroplex to join me in thanking them for a job well done."

The Ambassador Program will conduct its next training session in June. According to Turner, prospective volunteers can acquaint themselves in detail with the Program, its services and requirements through a three-hour orientation session, which will be scheduled in the early part of the month. Training will be offered over a two-week period in mid- to late June, and each session will be offered several times to accommodate volunteers' schedules.

Area residents seeking more information or to volunteer are invited to call the Ambassador Office at 972 574 1492.

#### **About DFW International Airport**

Located halfway between the cities of Dallas and Fort Worth, Texas, DFW International Airport is the world's third busiest, serving 55 million passengers a year. Offering nearly 2,100 flights daily, DFW Airport provides nonstop service to 129 domestic and 30 international destinations worldwide. For the latest news, real-time flight information, parking availability or further details regarding the many services provided at DFW International Airport, log onto [www.dfwairport.com](http://www.dfwairport.com).

To arrange interviews contact DFW Public Affairs at 972 574 NEWS (6397) or Ken Capps, Vice President Public Affairs at [kcapps@dfwairport.com](mailto:kcapps@dfwairport.com)

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